

New Jersey Family Assistance Center



Update:

December 7, 2001

New Center Hours

In light of the declining demand on the services at the New Jersey Family Assistance Center, New Jersey has recently reduced the hours and days the center is open. As of Monday, December 3, the hours have been changed to 9 a.m. to 5 p.m. Monday through Saturday. New Jersey anticipates keeping the center open until early 2002.

While the hours have been reduced, our commitment to providing you the services you need has not. Volunteers from the National Organization for Victims Assistance remain on-site to assist in matching you with the services and assistance available at the center. And when the Family Assistance Center is closed, we intend to stay in close contact with you to ensure that you have quick and easy access to the services you need and are kept apprised of the services, funds and benefits available.

For a complete list of the services and benefits available to you at the Family Assistance Center and at other locations, please log onto www.state.nj.us or call 609-292-4791 for a copy of the Family Assistance Center brochure.

State of New Jersey

Acting Governor Donald T. DiFrancesco
Lillian C. Borrone, Coordinator
Office of Recovery and Victim Assistance

Family Assistance Center Update

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September 11 Family Member Questionnaire

By now, many of you have already received the September 11th Family Member Questionnaire seeking information about the services and charitable assistance for which you have applied. Your responses will help us provide you with important information about the many charitable funds that are available. If you have not already done so, please take a moment to fill out the confidential questionnaire and send it to: New Jersey Department of Law and Public Safety, Office of the Attorney General, P.O. Box 081, Trenton, N.J. 08625-0081, Attn: September 11 Family Member Questionnaire.

If you have not received a questionnaire, please call New Jersey's crisis hotline at 1-866-NJ-CRISIS.

FEMA Offers Mortgage and Rental Assistance

New Jersey residents who lost their jobs or the income of a loved one as a direct result of the September 11 terrorist attacks and who are now facing foreclosure or eviction, may be eligible for mortgage or rental assistance from the Federal Emergency Management Agency (FEMA).

To qualify for mortgage or rental assistance, you must have been living in the residence when the terrorist attacks

occurred and have suffered disaster-related financial hardships, such as a loss of employment or income. In addition, you must have received written notice of foreclosure or eviction proceedings and be unable to make mortgage or rent payments.

To register for FEMA's mortgage or rental assistance call 1-800-462-9029. Hearing-impaired callers may use FEMA's TTY number at 1-800-462-7585. Both lines are staffed 8 a.m. to 8 p.m. Monday through Saturday.

Financial Planning Help Available

The Financial Planning Association is providing free financial advice to families of WTC attack victims. Trained professionals are staffing the association's National Support Hotline to provide families important information on:

- ◆ medical, disability and/or life insurance benefits, settlements and claims
- ◆ banking issues, payment of bills and budget and cash flow management
- ◆ organization of family finances
- ◆ working with other professionals, such as accountants, attorneys and insurance professionals
- ◆ how to work with relief agencies to access all available financial benefits to which you and your family may be eligible.

You may reach the Financial Planning Association by calling 800-647-6340 Monday through Friday 10 a.m. to 6 p.m.

Info Hotline: 866-NJ-CRISIS • www.state.nj.us

Providing Help for September 11 Victims and Their Families
Located at Liberty State Park, Jersey City, New Jersey